



**Placer County IHSS
Advisory Committee Meeting
September 21, 2006
1:30-3:00pm**

Members Present: Deborah Dahl, Eula Marshall, Mary DeGraaf, Diane Lester, Ruth Lindsley, and Katie Snoberger

Members Absent: Michael Fletcher, Margaret Maldaner, and Karen Boal

Placer County Staff Present: Eldon Luce, Cate Lynds, and Cecilia Elliott

Public Present: Jeff Cowen and Tim Cooper (PIRS representatives)

Chairperson Katie Snoberger called the meeting to order at 2:00 p.m.

Roll Call And Introductions: Roll was taken and a quorum was established.

Excused Absences (for 8/17/06 & 9/21/06):

8/17/06: No motion was made to excuse Karen Boal or Deborah Dahl from the 8/17/06 meeting. These absences will be considered unexcused.

9/21/06: No motion was made to excuse Karen Boal (had not heard from her whether she was going to attend the meeting or not). This absence will be considered unexcused.

Michael Fletcher is on a previously approved leave of absence. This absence will be considered excused.

Since Margaret Maldaner had called in to inform staff that she probably would not be able to attend today's meeting, or at best would be late, there was consensus that her absence be considered excused.

Members Reports/Announcements/Questions

Mary – Mentioned a person on the Registry that stated that she didn't want to work, just wanted to sit with someone. Mary wondered how a person like that even got on the Registry.

Eldon – Stated that she filled out an application and checked everything that she was willing to do – personal care, domestic services, bowel and bladder care, etc. The things she checked she committed to do.

Katie – The consumer should be feeding this information back to the Registry.

Eldon – We encourage this type of feedback as we have a formal process for taking providers off the Registry.

Public Comment: None

8-17-06 Meeting Summary Approved: A ***Motion*** was made by Mary DeGraaf and ***seconded*** by Ruth Lindsley to approve the 8-17-06 Meeting Summary. ***Motion approved.***

Advisory Committee Recommendations to IHSS Supervisor: Eldon explained that this was the opportunity for members to raise issues/questions directly with the IHSS Supervisor.

Ruth expressed a need for a provider while her regular provider is on vacation. It was suggested that she call the Registry for a list of providers.

Revise PA Performance Measure: Eldon gave a brief overview of the PA Performance Measures Report and compared it to the year-end report (fiscal year July 2005 - June 2006). Except in one measure, we exceeded the stated goals. We track these measures in order to gauge our success and to provide information on how we are doing to the Advisory Committee and (when asked) to the Board and administration.

Eldon suggested that the percentage indicators for the majority of measures needed to be increased. These percentages were developed in 2002 and haven't been modified since.

Katie made mention of the successful completion of the goals and the need to set higher goals. Eldon agreed.

Eldon stated that even though a measure's goal/percentage may be less than 100% (in order to make the goal reasonable), we strive to have 100% on all measures.

The following changes in Performance Measure goals/percentages were agreed upon:

1. **80%** of consumers will indicate receiving provider referrals within five days of request

To go from 80% to **90%**

2. A) **70%** of consumers using the Registry (and following through with Registry process) will find a provider with Registry assistance; and

To go from 70% to **90%**

2. B) **70%** of these consumers will find a provider within 20 days.

To remain at **70%**

Discussion:

- Jeff Cowen, as Consumer Advocate: this percentage should be as high as possible; would like to see it at 100%. The goal of the Authority is to get all consumers providers, and to be at 67% within 20 days that means that 1/3 of consumers are going at least 3 weeks without providers.

So even though you are not meeting it, the point is that more consumers ought to be getting it and if you fall short then it's a good thing to come back and explore why you are falling short and ask hard questions about this rather than trying to set it low to meet where you are now.

- Katie: We're not setting it lower, we are keeping it the same. Bottom line is the lack of providers and we've done a lot of recruitment in that and you know you can only stretch people so far.
- Jeff Cowen: I'm not arguing that, but am suggesting that the goal should be that consumers get a provider within 20 days. The goal should be very high.
- Eldon: The goal ought to be high, but not unrealistic. Eldon again stated that even though a measure's goal/percentage may be less than 100% (in order to make the goal reasonable), we strive to have 100% on all measures.

3. **90%** of consumers will indicate overall satisfaction with registry services

To go from 90% to **95%**

4. **75%** of Registry matches will last a minimum of 60 days

To go from 75% to **90%**

5. **75%** of consumers will indicate satisfaction with quality of Registry provider job performance. (Survey to be conducted two months following consumer employment of Registry provider)

To go from 75% to **95%** (the 95% is reached by adding the percentages from the "average" and "above average" rating categories)

6. During a one-year period the Public Authority will provide **80** units of training to providers. A unit is defined as a provider attending a Public Authority group training session

The number of units will go from 80 to **800**

7. During a one-year period the Public Authority will provide **120** units of consumer training/support service. A unit is defined as a consumer receiving Public Authority training/support service in person or via telephone

The number of units will go from 120 to **400**

Eldon also committed to finding a way to add and measure the following question to consumers: *“Has the presence of an IHSS caregiver prevented a hospital stay in the last (60 or 120) days?”*

- Jeff Cowen: This is a huge thing to know because your tying dollars and cents to it when you think about it. Hospitalization is so expensive. Part of the point for IHSS is to save money and that’s your tie in to money.

California IHSS Consumer Alliance (CICA) Update: Katie attempted to contact CICA Acting President, Jane Whiteford. Katie left messages and did not get a response. Katie did receive e-mail but, as yet, has been unable to download the information. Eldon reported that the leadership of CICA has been in contact with the State Department of Social Services; giving input on the issue of how Advisory Committee money can and can’t be used. Eldon reported that CICA was going to issue a survey to Advisory Committees asking their opinions on this issue; he hadn’t heard if the surveys were ready yet. Katie will speak to CICA for more information.

AB1234 Ethics Training: Eldon reported that a new law (AB1234, Ethics in Government) requires that the Advisory Committee complete two hours of ethics training every 2 years.

- Eldon distributed an ethics-training manual. Reading this manual will accomplish the two hours of ethics training.
- Eldon requested that all members read the manual then sign and return to him the acknowledgement page (page 59) by October 17th, 2006.
- If you have any questions give Eldon a call

PA Managers Report

- Provider Benefits – Currently there is an approximate three months on the waiting list. People seem satisfied with the plan, not too many complaints other than it takes too long to get on the plan.
- Hourly Task Guidelines (HTG) – Regulations are now final. They went into effect the first of this month. Not all social workers got trained due to the strike in Sacramento. The IHSS Supervisor has oriented staff on use off HTG. Two documents were distributed, the HTG Quick Reference Task Tool and the HTG Documentation Worksheet. It will take a year to know the impact of HTG on consumer hours.

- CMIPS Report – The Management Statistics Summary Report was distributed and reviewed.
- Provider Recruitment – PA is continuing to recruit providers; Job Fair at Placer County Fairgrounds – October 12th 2006.
- Advisory Committee Member Recruitment – Eldon reminded everyone that there are still two openings for consumers on the committee and all members should be actively trying to recruit members.
- Newsletter – In progress, should go out soon.
- August Registry Report – Report was distributed and reviewed.

The meeting was adjourned at approximately 3:00 PM

The next Advisory Committee Meeting

**October 19th, 2006
The Domes, Conference Room A, Fulweiler**